docsys (en) 11 November 2016

GroupWise 18

WebAccess Mobile User Guide

November 2017

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About This Guide

This *Micro Focus GroupWise 18 WebAccess Mobile User Guide* explains how to access and use GroupWise in a Web browser on tablet devices. It is divided into the following sections:

- Chapter 1, "Getting Started," on page 7
- Chapter 2, "Mail," on page 17
- Chapter 3, "Calendar," on page 25
- Chapter 4, "Tasklist," on page 35
- Chapter 5, "Finding Items," on page 37
- Chapter 6, "Maintaining GroupWise," on page 39
- Appendix A, "GroupWise Frequently Asked Questions," on page 41
- Appendix B, "What's Different," on page 43
- Appendix C, "What's New In GroupWise 18 WebAccess Mobile," on page 45

For additional GroupWise documentation, see the Micro Focus GroupWise 18 Documentation Web site (http://www.novell.com/documentation/groupwise18/).

- *GroupWise Windows Client User Guide*
- *GroupWise WebAccess User Guide*
- *GroupWise WebAccess Mobile User Guide*
- *GroupWise User Quick Starts*

1 Getting Started

GroupWise is a robust, dependable messaging and collaboration system that connects you to your universal mailbox anytime and anywhere, including on tablet devices such as Apple iPad. The following sections help you quickly and easily start using GroupWise WebAccess on a tablet device:

- "Supported Tablet Devices" on page 7
- "Logging In" on page 7
- "Navigating the GroupWise WebAccess Interface on a Tablet Device" on page 8
- "Understanding GroupWise Item Types" on page 13
- "Identifying the Icons Appearing Next to Items" on page 13
- "Timing Out from GroupWise WebAccess" on page 14
- "Logging Out" on page 14
- "GroupWise Features That Are Not Available" on page 14
- "Learning More" on page 15

To see a video demonstration, see WebAccess Mobile (Tablet Interface).

Supported Tablet Devices

Any of the following tablet operating systems and tablets:

- ❒ Android 4.1, 5.0, or later, with Google Chrome, on any Android device
- ❒ Apple iOS 7.x, 8.x, or later, with Apple Safari
- ❒ Kindle Fire, with Amazon Silk
- ❒ Windows Mobile 8.0 or later Pro, with Microsoft Internet Explorer, on any Windows device (full WebAccess, no template)

Attempting to access the WebAccess Mobile templates from an unsupported device or browser will cause you to be redirected to the WebAccess basic interface. By selecting **Switch to: Mobile** located beneath the **User name** and **Password** fields, you can attempt to use the WebAccess mobile interface on your device, although full functionality is only guaranteed on devices and browsers listed above.

Logging In

1. Launch your tablet's Web browser and enter the URL provided by your administrator.

   The URL will either be a domain address such as `http://`*`server`*`/gw/webacc`, or an IP address such as `155.155.11.22`.
2. On the GroupWise login page, tap the **User Name** and **Password** fields to provide your login credentials.
3. Tap either **This is a public or shared computer** or **This is a private computer**.

The option you choose affects the timeout interval that is used. To help keep your information secure, a shorter timeout interval is used if you are using WebAccess from a public or shared device.

4 Tap **Login** to connect to your GroupWise mailbox.

Navigating the GroupWise WebAccess Interface on a Tablet Device

The GroupWise WebAccess interface for tablet devices is designed to give you quick access to your Mailbox and Calendar information. The following sections help you navigate the interface to easily perform the tasks you want:

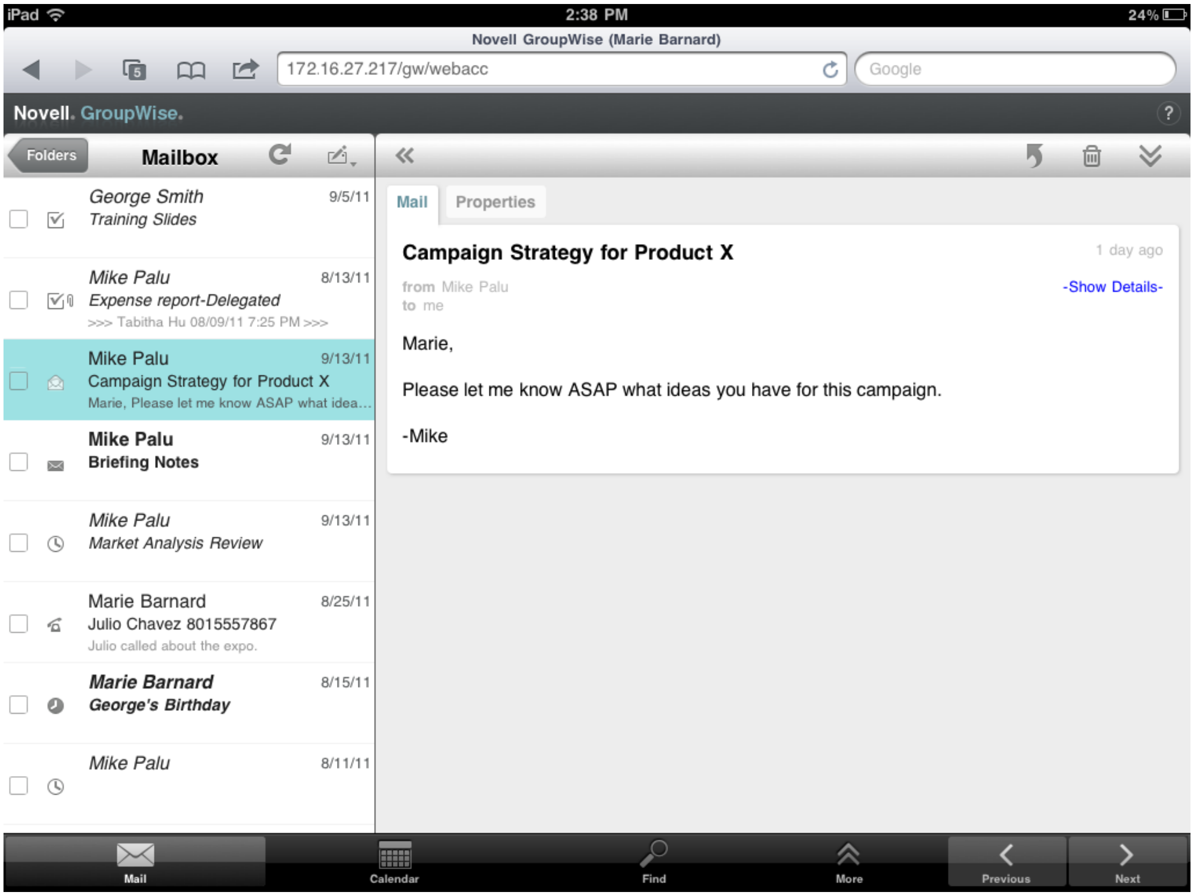
- "Exploring the Mailbox" on page 8
- "Exploring the Folder List" on page 9
- "Exploring the Calendar" on page 12

To see a video demonstration, see WebAccess Mobile (Tablet Interface).

Exploring the Mailbox

When you log in to GroupWise through your tablet's Web browser, your Mailbox is displayed.

Figure 1-1 *Mailbox*



Item List: The Item List in the left panel displays the current items in your Mailbox, and automatically refreshes as you receive new items. You can scroll to see all items in the list. You can tap an item to display it in the Item View to the right. If you select one or more items, the Selection Bar appears and you can perform tasks such as deleting the items, marking them read or unread, and moving them to other folders.

The toolbar located at the top of the Item List lets you perform the following actions:

- Tap Folders to access the Folder List. The Mailbox is just one of many folders you can use to view and manage your email items. The Folder List gives you access to the other folders, such as the Sent Items, Work In Progress, Unopened Items, and Trash. For more information, see "Exploring the Folder List" on page 9.
- Tap to refresh the Mailbox and display newly received items.
- Tap to create new mail messages, tasks, appointments, and notes.

Item View: The Item View in the right panel displays the contents of the item selected in the Item List.

The toolbar located at the top of the Item View lets you perform actions on the displayed item. The available actions vary depending on the type of item you are currently viewing:

- Tap to access the Reply actions.
- Tap to access all other actions.
- Tap to increase the size of the viewing area.

Quick Access Bar: The Quick Access Bar is located at the bottom of the screen. It contains the following links:

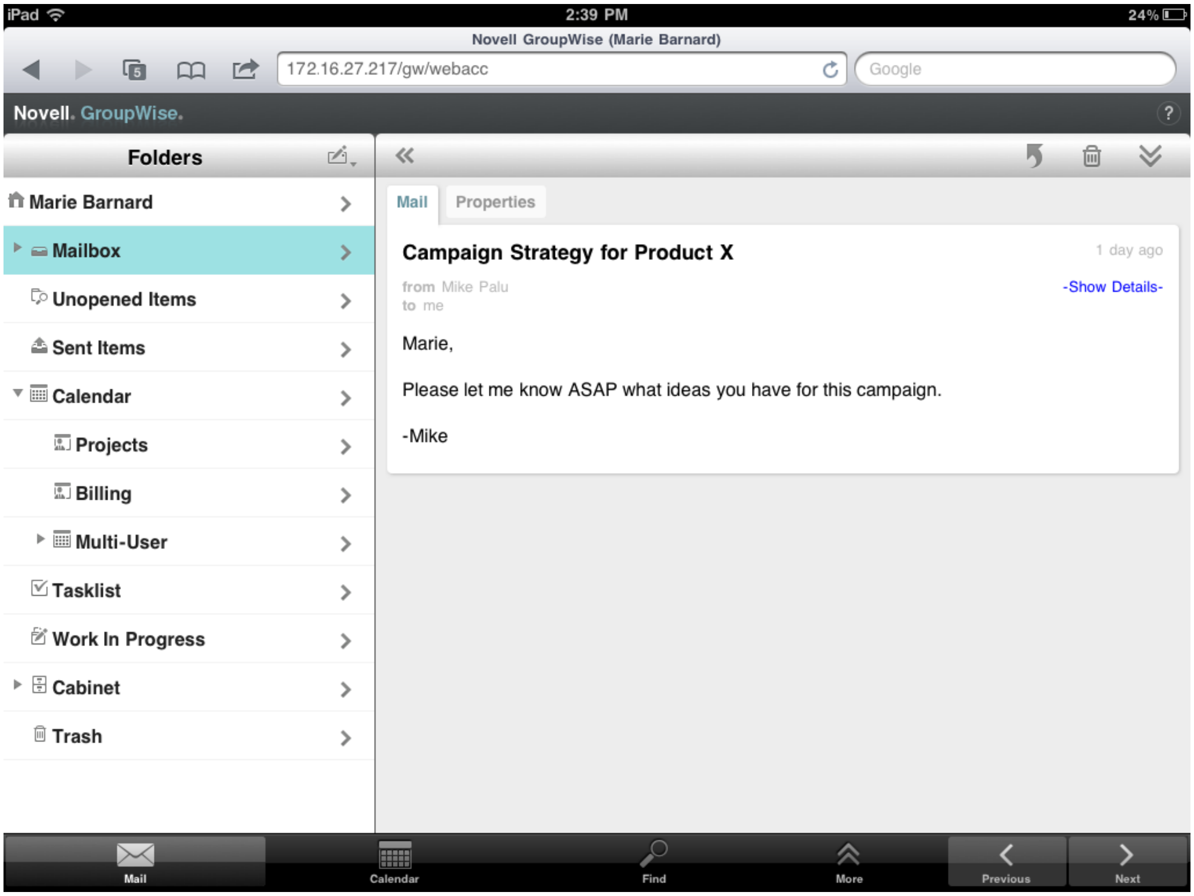
- **Mail:** Displays the Mailbox or the last folder (Sent Items, Work In Progress, Unopened Items, Trash, and so forth) that you had open.
- **Calendar:** Displays the Calendar. You can use the Calendar to view your date-dependent items such as appointments, tasks, and notes.
- **Find:** Displays a search feature that you can use to find items.
- **More:** Lets you check your GroupWise version, access Help, and log out.
- **Previous and Next:** Let you scroll through items in the Item List.

Exploring the Folder List

The Mailbox is just one of many folders you can use to view and manage your email items. The Folder List gives you access to the other folders, such as the Sent Items, Work In Progress, Unopened Items, and Trash.

To access the Folder List, tap Folders in the Item List toolbar in the Mailbox.

Figure 1-2 Folder List



Mailbox: The Mailbox is the default folder that opens when you first log in. It displays all the items you have received. Appointments, tasks, and notes are moved to the Calendar from the Mailbox when you accept them. Declined items are moved to the Trash. For more information about the Mailbox, see "Exploring the Mailbox" on page 8.

Unopened Items: Unopened Items lists all the received items you have not yet opened.

Sent Items: Sent Items displays all the items you have sent. You can check the properties of your sent items to determine their status (Delivered, Opened, and so on).

Calendar: The Calendar shows appointments, notes, and tasks. There are several Calendar view options. After you open the Calendar, you can tap to choose which calendars to display. To return to the Folder List from the Calendar, tap the **Mail** button in the Quick Access Bar, then tap the **Folders** button. For more information about the Calendar, see "Exploring the Calendar" on page 12.

Tasklist: The Tasklist contains any tasks you have received (or created for yourself) that have not yet been completed. You can add other items, such as messages, notes, and appointments, and arrange the items in the order you want.

Work in Progress: Work In Progress stores email items you started and then saved in order to finish later. You must manually save messages. There is no Auto Save feature.

Cabinet: The Cabinet contains your personal folders and shared folders. To create personal folders and shared folders, you must use the GroupWise Windows client or GroupWise WebAccess in a desktop browser.

Junk Mail: Junk Mail contains email items that have been isolated by Junk Mail Handling. The folder is only displayed if the Junk Mail Handling option is enabled. To enable Junk Mail Handling, you must use the GroupWise Windows client or GroupWise WebAccess in a desktop browser.

While Junk Mail Handling is enabled, this folder cannot be deleted. However, you can rename or move the folder to a different location in the Folder List.

To delete items from the Junk Mail folder, open the folder, select the items, then tap .

Trash: The Trash stores deleted mail messages, appointments, tasks, notes, and documents. Items in the Trash can be viewed, opened, or returned to your Mailbox before the Trash is emptied. Emptying the Trash removes items in the Trash from the system.

You can empty your entire Trash, or empty only selected items. The system administrator can specify that your Trash is emptied automatically on a regular basis.

Find Results Folder A Find Results folder displays the results of a query. When the folder is opened, GroupWise examines the search criteria defined for the folder, searches for everything specified, and then displays everything it finds in the Item List. You can act on items in a Find Results folder the same way you act on items in any folder, such as opening, forwarding, moving, or deleting them, but the original item remains stored in the folder where the search found it. This means that if you move or delete an item from a Find Results folder, the item is deleted from the Item List, but not from the original location. The next time you open the Find Results folder, the search is performed and the item is once again displayed.

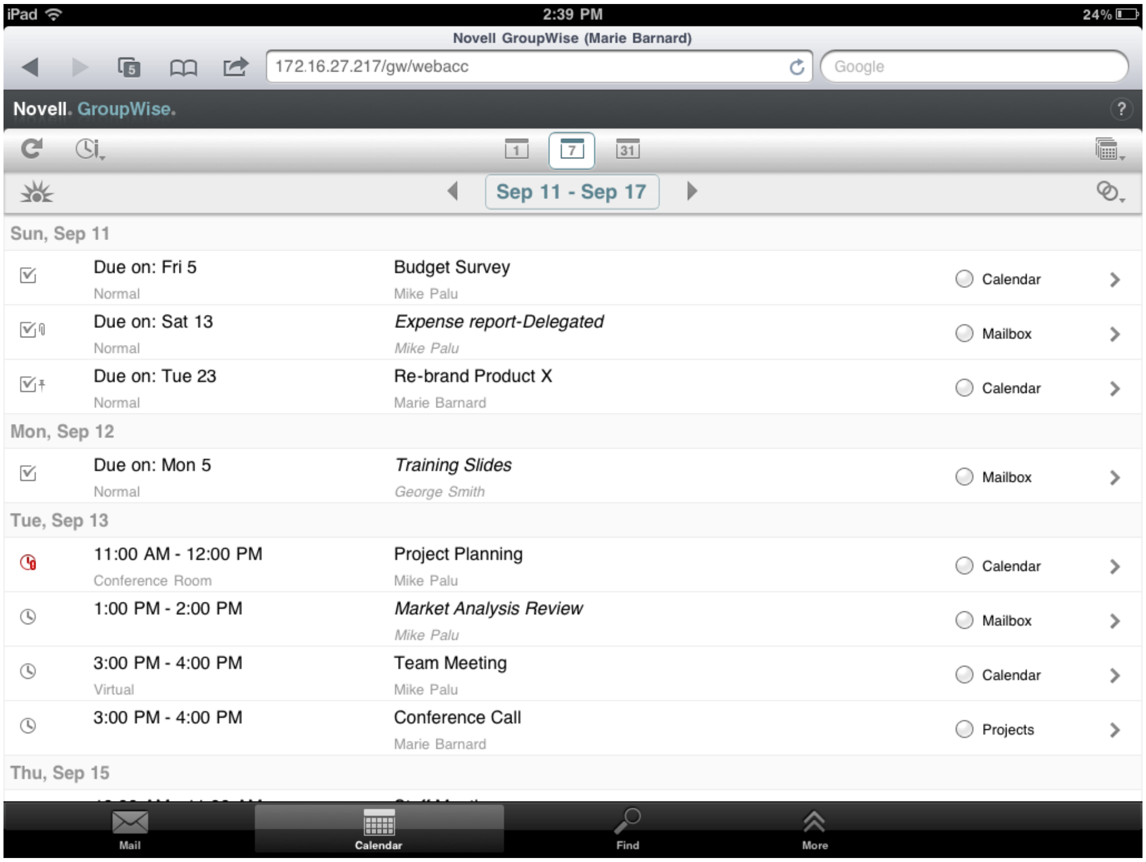
The Unopened Items folder is an example of a system Find Results folder. To create personal Find Results folders, you must use the GroupWise Windows client or GroupWise WebAccess in a desktop browser.

Exploring the Calendar

Some email items, such as appointments, tasks, and notes, have dates associated with them. The Calendar enables you to view and manage these date-dependent items.

You can access the Calendar from the Folder List, or you can access it by tapping the **Calendar** icon in the Quick Access Bar at the bottom of the screen.

Figure 1-3 *Calendar*



The Calendar opens to a Week view of your appointments, tasks, and notes. You can do the following to manage your Calendar:

- Tap an item to view its contents.
- Tap [refresh icon] to refresh the Calendar items.
- Tap [new item icon] to create a new appointment, task, or note.
- Tap [calendars icon] to select the calendars to display.
- Tap [items icon] to select the Calendar items (appointments, tasks, and notes) to display.
- Tap [1] to change to the Day view, [7] to change to the Week view, or [31] to change to the Month view.
- Tap the two arrows ◂ ▸ surrounding the date period to display the previous and next periods.
- Tap [today icon] to reset the view to the current day.

Understanding GroupWise Item Types

Every day you communicate in many different ways. To accommodate these needs, GroupWise lets you send a variety of email item types. Each item type is explained below.

Mail: A mail message is for basic correspondence, such as a memorandum or letter. Personal messages can be used in shared folders or for personal messages. See “Sending Mail” on page 19 and “Managing Received Mail” on page 22.

Appointment: An appointment lets you invite people to and schedule resources for meetings or events. You can schedule the date, time, and place for the meeting. You can use personal appointments to schedule personal events such as a doctor’s appointment, a reminder to make a phone call at a certain time, and so forth. Appointments display on the Calendar. See “Scheduling Appointments” on page 27.

Task: A task lets you place a to-do item on your own or on another person’s Calendar after it has been accepted. You can schedule a due date for the task and include a priority (such as A1). Uncompleted tasks are carried forward to the next day. See “Assigning Tasks” on page 28.

You can also create a Tasklist that is not associated with your Calendar. In this type of Tasklist, any item type (mail, appointment, task, or note) can be used.

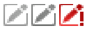
Note: A note is posted on a specific date on your own or another person’s Calendar. You can use notes to remind yourself or others of deadlines, holidays, days off, and so forth. Personal notes are useful as reminders for birthdays, vacations, paydays, and so forth. See “Sending Notes” on page 30.

Identifying the Icons Appearing Next to Items

The icons that appear next to items in your folders show information about the items. The following table explains what each icon means.

***Table 1-1** Icon Descriptions*

Icon	Description
	One or more attachments are included with the item.
	Draft item.
	An item you have sent.
	An item you have replied to.
	An item you have forwarded.
	An item you have delegated.
	An item you have replied to and forwarded
	An item you have replied to and delegated.
	An item you have forwarded and delegated.
	An item you have replied to, forwarded, and delegated.
	A personal item.

Icon	Description
	Unopened mail message with a low, standard, or high priority.
	Opened mail message with a low, standard, or high priority.
	Unopened appointment with a low, standard, or high priority.
	Opened appointment with a low, standard, or high priority.
	Unopened task with a low, standard, or high priority.
	Opened task with a low, standard, or high priority.
	Unopened reminder note with a low, standard, or high priority.
	Opened reminder note with a low, standard, or high priority.
	A reply is requested for this low, standard, or high priority item.

Timing Out from GroupWise WebAccess

Specific GroupWise actions, such as opening or sending an item, generate a call to the Web server. Other actions, such as scrolling through items in the Item List, composing a message without sending it, or reading Help topics, do not generate a call to the Web server. If, for a period of time, you don't perform any actions that generate a call, GroupWise logs you out to ensure security for your email.

The default timeout period is 20 minutes if you are using WebAccess on a public or shared device. If you are using WebAccess on a private device the default timeout period is 480 minutes (8 hours). However, your GroupWise administrator can change the timeout period for your organization's GroupWise system. If you try to perform an action after you have been logged out, you are prompted to log in again.

To prevent frequent timeouts, and to ensure that you have the latest information in your Mailbox, tap in the Item List Toolbar.

Logging Out

1. Tap **More** on the Quick Access bar.
2. In the menu that appears, tap **Logout**.

GroupWise Features That Are Not Available

GroupWise WebAccess in a tablet browser does not include all of the features available in the GroupWise Windows client and in GroupWise WebAccess in a desktop browser. For a list of unavailable features, see Appendix B, "What's Different," on page 43.

Learning More

You can learn more about GroupWise from the following resources:

- "Online Help" on page 15
- "GroupWise Documentation Web Page" on page 15
- "GroupWise Cool Solutions Web Community" on page 15

Online Help

Complete user documentation is available in Help. On the Quick Access Bar, tap **More**, then tap **Help**.

GroupWise Documentation Web Page

For a complete set of GroupWise user and GroupWise administration documentation, go to the GroupWise 18 Documentation Web site (http://www.novell.com/documentation/groupwise18/).

GroupWise Cool Solutions Web Community

At the Cool Solutions Web site (https://www.novell.com/communities/coolsolutions/category/groupwise/), you'll find tips, tricks, feature articles, and answers to frequent questions.

2 Mail

GroupWise provides four item types: mail messages, appointments, tasks, and notes. Mail messages are used for standard correspondence where you need to communicate information in a message format. Received messages show up in your Mailbox and sent messages are stored in your Sent Items folder.

The following sections explain how to send and manage mail messages:

- "Viewing Your Mailbox" on page 18
- "Sending Mail" on page 19
- "Managing Sent Mail" on page 20
- "Managing Received Mail" on page 22
- "Deleting Mail" on page 24

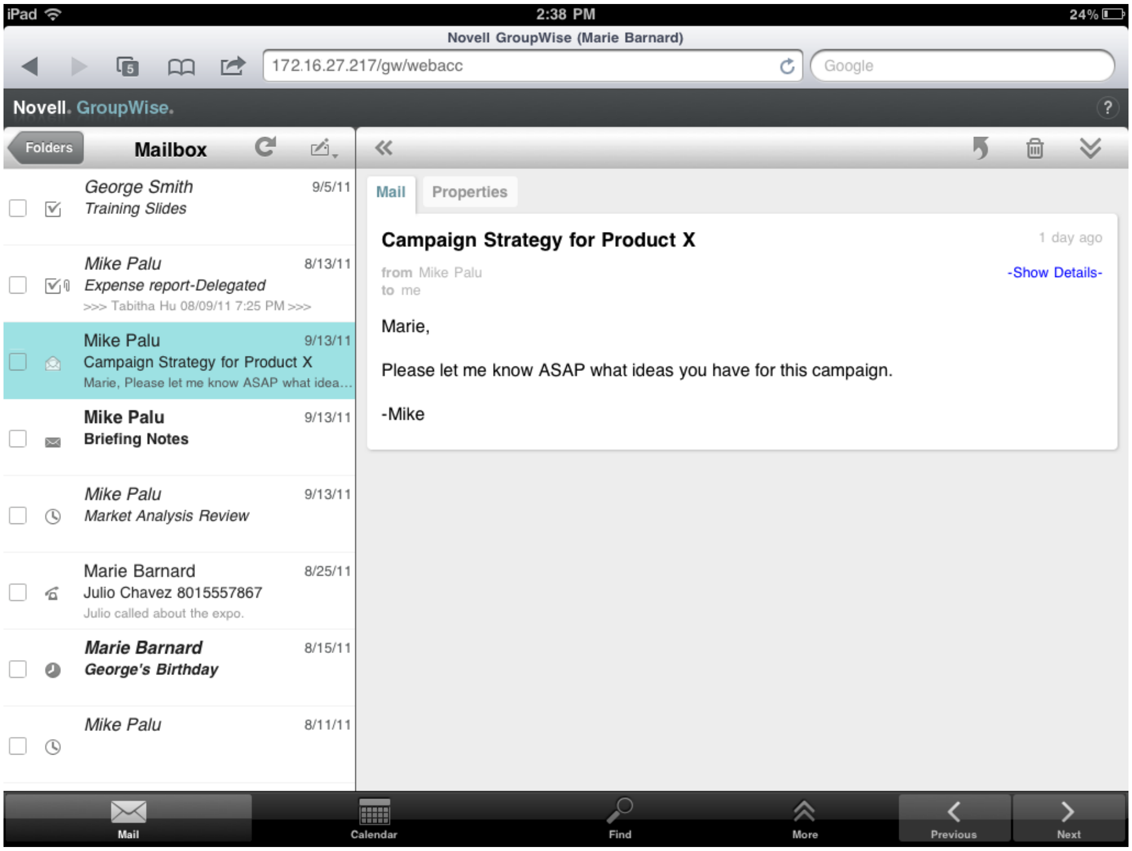
Appointments, tasks, and notes are date-dependent. They are best managed through the Calendar. For information about the Calendar and using appointments, tasks, and notes, see Chapter 3, "Calendar," on page 25.

Viewing Your Mailbox

1 In the Quick Access Bar, tap Mail.

The Mailbox contains all of your received mail messages and provides options that let you send new mail messages. In addition, you can also view appointments, tasks, and notes in your Mailbox until you accept them, after which they display only in your Calendar.

The mailbox automatically refreshes as you receive new items, which allows you to see the contents of your GroupWise mailbox in real-time.



The icons that appear next to the items give you information about the status of the items. For more information, see "Identifying the Icons Appearing Next to Items" on page 13.

2 Do any of the following to navigate and use the Mailbox.

- Tap a mail message to view its contents or perform any of these actions on it:
  - Tap to reply to or forward the message.
  - Tap to delete the message.
  - Tap to move the message, mark it as read, or mark it as unread.
- Tap the check box next to mail messages to display the Selection Bar that lets you perform actions, such as deleting and moving, on multiple messages at one time.
- Tap to increase the size of the message viewing area.
- Tap to refresh the Mailbox and display newly received items.

- Tap to create new mail messages.
- Tap to access the Folder List. The Mailbox is just one of many folders you can use to view and manage your email items. The Folder List gives you access to the other folders, such as the Sent Items, Work In Progress, Unopened Items, and Trash. For more information, see "Exploring the Folder List" on page 9.

Sending Mail

- "Sending a Message" on page 19
- "Posting a Message to Your Mailbox" on page 19
- "Saving an Unfinished Message" on page 20
- "Setting Send Options" on page 20

Sending a Message

1 In your Mailbox, tap , then tap **New Mail**.

2 In the **To** box, start typing the recipient's user name. GroupWise attempts to match the typed name to names in your Frequent Contacts list. If you see the correct match, tap the name to add it to the recipients list, or continue typing the recipient's email address.

   or

   Tap to display a list of your Frequent Contacts, then tap a name to add it to the recipient list.

3 (Optional) Tap the **Cc/Bc** box to add carbon copy recipients and blind copy recipients.

   Carbon copy recipients (CC) receive a copy of an item. All recipients can see that a carbon copy was sent. They can also see the names of the CC recipients.

   Blind copy recipients (BC) receive a copy of an item. Other recipients receive no information about blind copies. Only the sender and the blind copy recipient know that a blind copy was sent. If a recipient replies and chooses **Reply to All**, blind copy recipients do not receive the reply.

4 Tap the **Subject** box to add a subject.

5 Tap the **Message** box to add a message.

6 (Optional) Tap to set the Send options, such as making the message a high priority, requesting a reply, or requesting notification of message delivery.

7 (Optional) Tap **Attach**, select the type of attachment from the list, then select the file to include with your message.

8 Tap **Send**.

Posting a Message to Your Mailbox

You can write a mail message to yourself and post it to your own Mailbox. You can then move the message to another folder or to your Tasklist.

1 In your Mailbox, tap , then tap **New Mail**.

2 Tap to change the mail message to a personal message.

3 Tap the **Subject** box to add a subject.

4 Tap the **Message** box to add a message.

5 (Optional) Tap ⌄ to set the message classification and priority.

6 Tap **Post**.

Saving an Unfinished Message

You can save unfinished mail messages to send or post at another time. Messages are not auto-saved during creation, so you need to save them manually.

1 In an open mail message, tap .

The item is saved in the Work In Progress folder . You can continue working on the mail message, or you can close it and return to it at a later time.

Setting Send Options

There are four Send options that you can set before sending a mail message:

1 In an open mail message, tap ⌄.

2 Tap the option and select the desired setting:

Classification: A classification is a security setting that lets the recipient know if the message is confidential, top secret, and so forth. This information appears at the top of the message. A classification does not provide any encryption or additional security. It is meant to alert the recipient to the relative sensitivity of the message.

Priority: The small icon next to a message in the Mailbox is red when the priority is high, white when the priority is standard, and gray when the priority is low. The title of the message also reflects the priority of the item when opened.

Reply Requested: Informs the recipient that you want a reply when convenient or within a specified number of days.

Return Notification: Notifies you when the message is opened or deleted.

Managing Sent Mail

- "Viewing Sent Messages" on page 20
- "Retracting Sent Messages" on page 21
- "Checking the Status of Sent Messages" on page 21
- "Confirming Delivery of Sent Messages" on page 21

Viewing Sent Messages

You might want to view messages you previously sent. For example, you can read a message you sent and retract it if the recipient is in the GroupWise email system and has not already opened the message.

1 Tap **Mail**, then tap Folders to display the Folder List.

2 Tap **Sent Items**.

Unless you have moved a message, all sent messages reside in the Sent Items folder. To view a sent message that has been moved to another folder, open that folder.

3 Tap the message you want to view.

Retracting Sent Messages

You can retract a message from a recipient as long as the recipient is in the GroupWise email system and hasn't yet opened it.

1. Tap **Mail**, then tap Folders to display the Folder List.
2. Tap **Sent Items**.
3. Tap the message you want to retract, then tap **Retract**.

The message remains in the Sent Items folder. To view the retraction status, tap the message, then tap **Properties**.

Checking the Status of Sent Messages

If a recipient's email system supports status tracking, you can receive status information for messages you send to that recipient. For example, you can see when a message was delivered and when the recipient opened or deleted it.

You can also view status information for messages you receive. You can see who received the message (except for blind copy recipients), the size and creation date of attached files, and more.

1. Tap **Mail**, then tap Folders to display the Folder List.
2. To check the status of a message you've received, tap **Mailbox**.

   or

   To check the status of a message you sent, tap **Sent Items**.
3. Tap the message, then tap **Properties**.

The icons next to a message can also give you helpful status information. For more information, see "Identifying the Icons Appearing Next to Items" on page 13.

Confirming Delivery of Sent Messages

You can use the following methods to confirm that your message was delivered.

- "Tracking Sent Messages" on page 21
- "Receiving Notification for Sent Messages" on page 22
- "Requesting a Reply for Sent Messages" on page 22

Tracking Sent Messages

You can check the status in the Properties view of any message you send. For information, see "Checking the Status of Sent Messages" on page 21.

Receiving Notification for Sent Messages

If the receiving email system is capable of returning notifications, you can receive notification when the recipient opens or deletes a message.

You must request notification before you send the message. To do so, you set the Return Notification option when you compose the message.

1. In the open message, tap to display the Send options.
2. Tap **Return Notification.**
3. Set the options for the notifications you want to receive.

Requesting a Reply for Sent Messages

You can request that a recipient reply to your message. GroupWise adds a sentence to the item stating that a reply is requested and changes the icon in the recipient's Mailbox to a double arrow.

You must request a reply before you send the message. To do so, you set the Reply Requested option when you compose the message.

1. In the open message, tap to display the Send options.
2. Tap **Reply Requested.**
3. Specify when you want to receive the reply.

   If you select **When Convenient**, "Reply Requested: When convenient" appears at the top of the message. If you select **Within x Days**, "Reply Requested: By xx/xx/xx" appears at the top of the message.

Managing Received Mail

GroupWise uses the Mailbox to store all the mail messages you receive. The mailbox automatically refreshes as you receive new items.

- "Reading Received Messages" on page 22
- "Reading Attachments" on page 24
- "Replying to Messages" on page 24
- "Forwarding Messages to Other People" on page 24

Reading Received Messages

Your Mailbox displays the messages you have received from other users. Unopened messages are bolded to help you easily identify them. The messages stay in your Mailbox, even after you open them, until you delete them.

In the Mailbox, all messages are marked with an icon. The icons change depending on whether the message has been opened, forwarded, replied to, and so on. See "Identifying the Icons Appearing Next to Items" on page 13 for more information.

- "Reading a Message" on page 23
- "Marking a Message as Unread" on page 23
- "Marking a Message as Read" on page 23

Reading a Message

Messages are automatically displayed in the format in which they were sent. Messages display in your browser's default font and size. For security reasons, external images are not displayed by default in HTML messages.

1. In the Mailbox, tap the message to view it.

Marking a Message as Unread

If you open a message to read it, and then decide you want to read the message later, you can mark it as unread. Marking the message as unread changes the message to bold in the Mailbox and changes the message's icon to unopened so you know you still need to read the message.

To mark one message as unread:

1. In the Mailbox, tap the message to view it.
2. Tap , then tap **Mark Unread**.

To mark multiple messages as unread:

1. In the Mailbox, tap the box next to each message you want to mark unread.
2. In the Selection Bar that appears, tap , then tap **Mark Unread**.

If you have opened a message, marking it unread does not change the status of the message in Properties. For example, if you have opened a message, then marked the message unread, the sender of the message still sees the status as opened.

Marking a Message as Read

To mark one message as read:

1. In the Mailbox, tap the message to view it.
2. Tap , then tap **Mark Read**.

To mark multiple items as read:

1. In the Mailbox, tap the box next to each message you want to mark read.
2. In the Selection bar that appears, tap , then tap **Mark Read**.

Marking an message read changes the status of the message in Properties. For example, if you have not opened a message, but you marked the message read, the sender of the message sees the status as opened.

Reading Attachments

When you open an attached file using GroupWise WebAccess in a tablet browser, GroupWise attempts to convert the file to an HTML view. If it cannot convert the file, you are prompted to download the file and view it in its native application.

1. Open the item containing the attachment.
2. Tap the attachment that you want to view.

   A new window opens with an HTML view of the attachment. If the document doesn't convert, you can download it and view it in another application.

Replying to Messages

When you reply to a message, you can include everyone who received the original message or you can include the sender only. Your reply includes the original message.

1. Open the message you want to reply to.
2. Tap .
3. In the menu, tap **Reply** to reply only to the sender.

   or

   Tap **Reply All** to reply to the sender and all recipients.
4. Type your message, then tap **Send**.

Forwarding Messages to Other People

You can forward messages you receive to other users. Forwarding allows you to add your own comments to the message while still letting the recipients view the original message.

1. Open the message you want to forward.
2. Tap , then tap **Forward**.
3. Add the names of the users to whom you want to forward the item.
4. (Optional) Type a message.
5. Tap **Send**.

Deleting Mail

Deleted messages are moved to your Trash and remain there until the Trash is emptied.

To delete one message:

1. In the Mailbox, open the message you want to delete.
2. Tap .

To delete multiple messages:

1. In the Mailbox, tap the box next to each message you want to delete.
2. In the Selection Bar that appears, tap .

3 Calendar

The Calendar lets you view and manage appointments, notes, and tasks in three different time formats: day, week, and month. The following sections provide information about using the Calendar to send, receive, and manage your Calendar items.

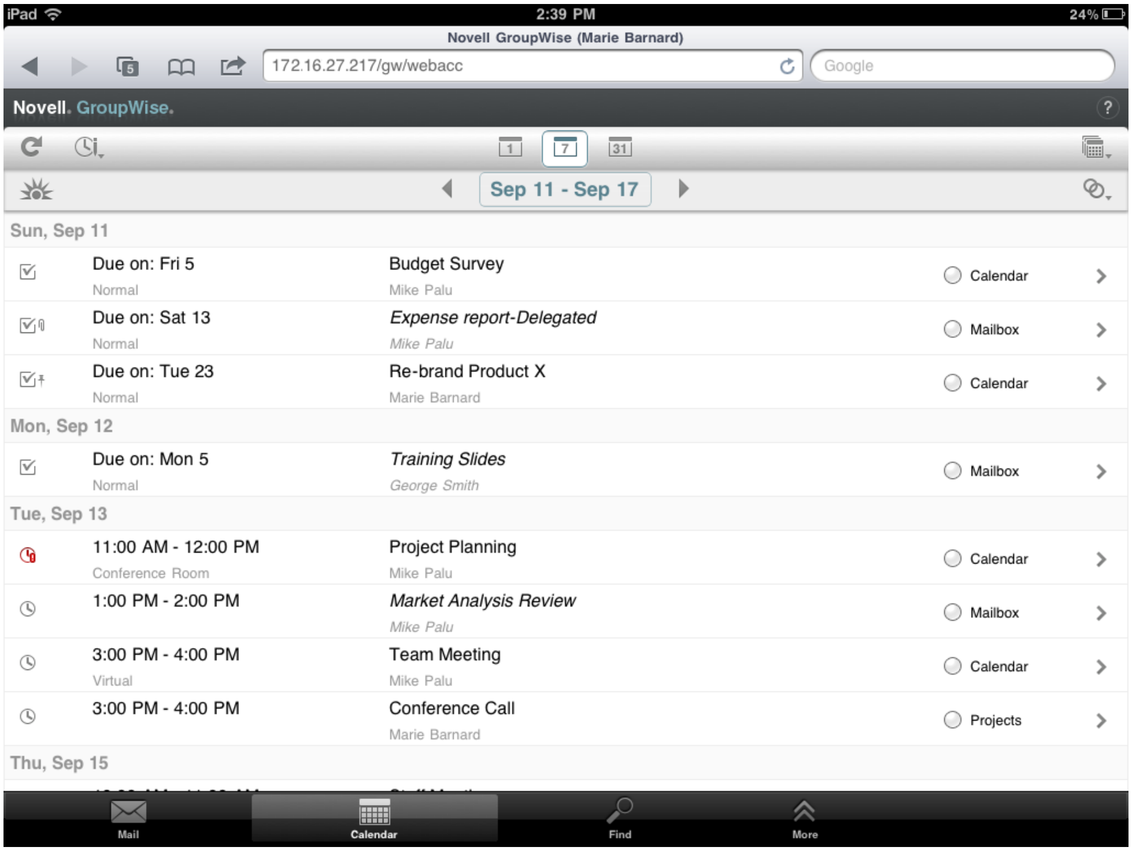
- "Viewing Your Calendar" on page 25
- "Scheduling Appointments" on page 27
- "Assigning Tasks" on page 28
- "Sending Notes" on page 30
- "Accepting or Declining Calendar Items" on page 31
- "Retracting Calendar items" on page 31
- "Delegating Calendar Items" on page 32
- "Replying to Calendar Items" on page 32
- "Forwarding Calendar Items to Other People" on page 32
- "Moving a Calendar Item to a Personal or Shared Calendar" on page 33

For information about sending mail messages or using your Mailbox, see Chapter 2, "Mail," on page 17.

Viewing Your Calendar

1 In the Quick Access Bar located at the bottom of the screen, tap **Calendar**.

   Your appointments, tasks, and notes are organized according to their assigned dates. Unaccepted items are displayed in italics.



The icons that appear next to the items give you information about the status of the items. For more information, see "Identifying the Icons Appearing Next to Items" on page 13.

2 Do any of the following to navigate and use the Calendar:

- Tap an item to view its contents.
- Tap to refresh the Calendar items.
- Tap to create a new appointment, task, or note.
- Tap to select the calendars to display. In addition to the main GroupWise Calendar, you can display any of your personal or shared calendars.
- Tap to select the Calendar items (appointments, tasks, and notes) to display.
- Tap to change to the Day view, to change to the Week view, or to change to the Month view.
- Tap the two arrows surrounding the date period to display the previous and next periods.
- Tap the date to display a calendar where you can select a specific date you want to go to.
- Tap to reset the view to the current day.

Scheduling Appointments

Use appointments to schedule blocks of time on specific dates. Appointments can include other people or they can be limited to only you.

- "Scheduling an Appointment with Other People" on page 27
- "Posting an Appointment for Yourself" on page 28
- "Canceling an Appointment" on page 28

Scheduling an Appointment with Other People

1. In the Calendar, tap , then tap **New Appointment**.
2. In the **To** box, start typing the recipient's user name. GroupWise attempts to match the typed name to names in your frequent contacts list. If you see the correct match, tap the name to add it to the recipients list, or continue typing the recipient's email address.

   or

   Tap to display a list of your frequent contacts, then tap a name to add it to the recipient list.

   Your name is automatically added to the **To** field. When you send the appointment, it is automatically added to your Calendar. If you do not want to be included in the appointment, delete your name from the **To** field.
3. Tap the **Cc/Bc** box to add carbon copy recipients and blind copy recipients.

   Carbon copy recipients (CC) receive a copy of an item. All recipients can see that a carbon copy was sent. They can also see the names of the CC recipients.

   Blind copy recipients (BC) receive a copy of an item. Other recipients receive no information about blind copies. Only the sender and the blind copy recipient know that a blind copy was sent. If a recipient replies and chooses **Reply to All**, blind copy recipients do not receive the reply.
4. Tap the **Place** box to add a place.

   If more than one place is added to an appointment as a resource, only the first one will be displayed in the **Place** box.
5. If this appointment is for an entire day, select **All Day Event**.
6. In the Show As list, select how you want the appointment to appear in the recipients' Calendars: **Busy**, **Free**, **Out of the Office**, or **Tentative**.
7. Specify the start date and time.
8. Specify the end date and time.
9. Tap the **Subject** box to add a subject.
10. Tap the **Message** box to add a message.
11. If you want to specify Send options (Classification, Priority, Reply Request, and Return Notification), tap .

    For descriptions of the Send options, see "Setting Send Options" on page 20.
12. Tap **Send**.

Posting an Appointment for Yourself

Personal appointments are placed in your Calendar on the date you specify. They are not placed in your Mailbox or in any other user's Mailbox. Similarly, all personal appointments are saved to your main GroupWise Calendar. If you want a personal appointment in your personal calendar, move it to the personal calendar after you create it.

1 In the Calendar, tap , then tap **New Appointment**.
2 Tap to change the appointment to a personal appointment.
3 Tap the **Place** box to add a place.

   If more than one place is added to an appointment as a resource, only the first one will be displayed in the **Place** field.
4 If this appointment is for an entire day, select **All Day Event**.
5 In the Show As list, select how you want the appointment to appear in your Calendar: **Busy**, **Free**, **Out of the Office**, or **Tentative**.
6 Specify the start date and time.
7 Specify the end date and time.
8 Tap the **Subject** box to add a subject.
9 Tap the **Message** box to add a message.
10 If you want to specify Send options (Classification and Priority), tap .

   For descriptions of the Send options, see “Setting Send Options” on page 20.
11 Tap **Post**.

Canceling an Appointment

You can cancel appointments you scheduled.

1 In the Quick Access Bar, tap **Mail**.
2 Tap Folders, then tap **Sent Items**.
3 Tap the appointment you want to cancel, then tap **Retract**.

   The appointment is removed from all recipients’ Calendars.

Assigning Tasks

A task has a completion date and time. You can assign tasks to other users or to yourself. When you assign a task to another user, the user can accept or decline the task.

The task remains in the Calendar and Tasklist, carrying over from one day to the next, until it is either declined or marked complete.

- “Assigning a Task to Other Users” on page 29
- “Posting a Task for Yourself” on page 29
- “Tracking Task Completion” on page 30

Assigning a Task to Other Users

1 In the Calendar, tap , then tap **New Task.**

2 In the **To** box, start typing the recipient's user name. GroupWise attempts to match the typed name to names in your frequent contacts list. If you see the correct match, tap the name to add it to the recipients list, or continue typing the recipient's email address.

   or

   Tap to display a list of your frequent contacts, then tap a name to add it to the recipient list.

3 Tap the **Cc/Bc** box to add carbon copy recipients and blind copy recipients.

   Carbon copy recipients (CC) receive a copy of an item. All recipients can see that a carbon copy was sent. They can also see the names of the CC recipients.

   Blind copy recipients (BC) receive a copy of an item. Other recipients receive no information about blind copies. Only the sender and the blind copy recipient know that a blind copy was sent. If a recipient replies and chooses **Reply to All**, blind copy recipients do not receive the reply.

4 Select the start date for the task.

   This date is when the task first appears in the recipient's Calendar.

5 Tap **Priority**, then type a priority for the task (for example, 1 or A1).

6 Select a due date for the task.

7 Type a subject and message.

8 If you want to specify Send options (Classification, Priority, Reply Request, and Return Notification), tap .

   For descriptions of the Send options, see "Setting Send Options" on page 20.

9 Tap **Send**.

Posting a Task for Yourself

1 In the Calendar, tap , then tap **New Task**.

2 Tap to change the task to a personal task.

3 Select the start date for the task.

   This date is when the task first appears in the recipient's Calendar.

4 Select a due date for the task.

5 Type a subject and message.

6 Tap **Post**.

The task is placed in your Calendar and Tasklist.

Tracking Task Completion

When you finish a task, you can mark it as complete. Tasks you mark as complete are not carried over to the next day on your Calendar. Completed tasks are distinguished by a check mark in your Calendar.

If you mark a task as complete, then realize you left some part of it incomplete, you can unmark it. Unmarked tasks display on the current day in your Calendar.

- "Marking a Task Complete" on page 30
- "Checking the Completion Status of a Task You Sent" on page 30

Marking a Task Complete

1 In the Quick Access Bar, tap **Calendar**.
2 Tap the task you want to mark complete.
3 Tap **Completed**.

   The task no longer displays in your Calendar, and it shows as complete in your Tasklist.

To mark the task as incomplete, go to the Tasklist and deselect the Completed option.

Checking the Completion Status of a Task You Sent

1 In the Quick Access Bar, tap **Mail**.
2 Tap Folders, then tap **Sent Items**.

   If you also assigned the task to yourself, you can find it in the Calendar or Tasklist.
3 Tap the task you want to look at.
4 Tap **Properties**.

Sending Notes

Notes are like mail messages, except they are scheduled for a particular day and appear on the Calendar for that date. You can use notes to show vacations, holidays, paydays, birthdays, and so forth.

- "Posting a Note for Yourself" on page 30
- "Sending a Note to Other Users" on page 31

Posting a Note for Yourself

A note to yourself is called a personal note. Personal notes are placed in your Calendar on the date you specify. They are not placed in your Mailbox or in any other user's Mailbox.

1 In the Calendar, tap , then tap **New Note**.
2 Tap to change the note to a personal note.
3 Select a date.
4 Type a subject and message.
5 Tap **Post**.

The note is added to your Calendar on the specified date.

Sending a Note to Other Users

1. In the Calendar, tap , then tap **New Note**.
2. In the **To** box, start typing the recipient's user name. GroupWise attempts to match the typed name to names in your frequent contacts list. If you see the correct match, tap the name to add it to the recipients list, or continue typing the recipient's email address.

   or

   Tap to display a list of your frequent contacts, then tap a name to add it to the recipient list.
3. Tap the **Cc/Bc** box to add carbon copy recipients and blind copy recipients.

   Carbon copy recipients (CC) receive a copy of an item. All recipients can see that a carbon copy was sent. They can also see the names of the CC recipients.

   Blind copy recipients (BC) receive a copy of an item. Other recipients receive no information about blind copies. Only the sender and the blind copy recipient know that a blind copy was sent. If a recipient replies and chooses **Reply to All**, blind copy recipients do not receive the reply.
4. Select the Calendar date for the note. The note is displayed on this date in the recipients' Calendar.
5. Type a subject and message.
6. If you want to specify Send options (Classification, Priority, Reply Request, and Return Notification), tap .

   For descriptions of the Send options, see "Setting Send Options" on page 20.
7. Tap **Send** on the toolbar.

Accepting or Declining Calendar Items

When you receive an appointment, task, or note, you can accept or decline it. The sender can find your response by checking the item's properties.

If you decline an appointment after its start time, the sender sees the appointment as deleted rather than declined in the appointment's properties.

1. In the Calendar, tap the appointment, task, or note that you want to accept or decline.
2. Tap **Accept** or **Decline**.

   If the item is set as a recurring event, you are prompted to accept or decline all events or just this event, and given the option to sent comments to the sender.

Retracting Calendar items

You can retract an appointment, task, or note that you sent. Retracting the item removes it from the recipient's Calendar.

1. Tap **Mail**, then tap Folders to display the Folder List.
2. Tap **Sent Items**.
3. Tap the item you want to retract, then tap **Retract**.

The item remains in the Sent Items folder. To view the retraction status, tap the item, then tap **Properties**.

Delegating Calendar Items

You can reassign an appointment, task, or note to someone else. The sender can determine who you delegated the item to by looking at the item's properties.

1. In the Calendar, tap the item you want to delegate.
2. Tap , then tap **Delegate**.
3. In the **To** field, type the recipient's user name.
4. In the Message box, type any comments for the recipient.
5. Tap **Send**.

Replying to Calendar Items

You can reply to an appointment, task, or note just as you can to a mail message. When you reply, you can include everyone who received the original item or you can include the sender only. Your reply includes the original message.

1. In the Calendar, tap the item you want to reply to.
2. Tap .
3. In the menu, tap **Reply** to reply only to the sender.

   or

   Tap **Reply All** to reply to the sender and all recipients.
4. Type your message, then tap **Send**.

Forwarding Calendar Items to Other People

You can forward appointments, tasks, and notes you receive to other users. Forwarding allows you to add your own comments to the item while still letting the recipients view the original message.

Forwarding simply makes the recipient aware of the item. If you want to make the recipient responsible for the item, you should delegate the item (see "Delegating Calendar Items" on page 32).

1. In the Calendar, tap the item you want to forward.
2. Tap , then tap **Forward**.
3. Add the names of the users to whom you want to forward the item.
4. (Optional) Type a message.
5. Tap **Send**.

Moving a Calendar Item to a Personal or Shared Calendar

You can move existing Calendar items to a personal or shared calendar.

You cannot post new Calendar items directly to a personal or shared calendar when you use GroupWise WebAccess in a tablet browser. To post new items to a personal or shared calendar, or to manage personal or shared calendars, you must use the GroupWise Windows client or GroupWise WebAccess in a desktop browser.

1 In the Calendar, select the item you want to move to the personal or shared calendar.

2 Tap , then tap **Move.**

3 In the list, tap the destination folder, then tap **Move**.

4 Tasklist

The Tasklist is a system folder that you can use to keep track of GroupWise tasks and other items that require action. Think of it as a master list of all your tasks.

When you post or accept a task, it automatically appears in the Tasklist. In addition, you can place any of the email item (mail message, appointment, or note) in the Tasklist. For example, you can move a mail message to the Tasklist to remind yourself that you need to act on it.

- "Moving an Item to the Tasklist" on page 35
- "Making Tasklist Items Appear in the Calendar" on page 35
- "Completing a Tasklist Item" on page 35
- "Deleting a Tasklist Item" on page 36

Moving an Item to the Tasklist

A common way to place items in the Tasklist is to move those items from other folders or from the Calendar. For example, you might receive an appointment for a meeting where you are expected to give a brief presentation. You can add that appointment to your Tasklist so it reminds you that you have a presentation coming up.

When you move an item (appointment, task, or note) from the Calendar, the item appears in both the Calendar and Tasklist.

When you move a mail message from a folder, the mail message is removed from the folder and only appears in the Tasklist.

1. Open the folder (or the Calendar) containing the item you want to move the Tasklist, then open that item.

   You open a Calendar item by tapping it, just as you do an item in the Mailbox or another folder.

2. Tap , then tap **Move**.
3. In the dialog that appears, tap **Tasklist**, then tap **Move**.

Making Tasklist Items Appear in the Calendar

Only Tasklist items with a due date appear on the Calendar. If you want an item in the Tasklist folder to appear on your Calendar, you must assign the item a due date. To assign a due date, use the GroupWise Windows client or GroupWise WebAccess in a desktop browser.

Completing a Tasklist Item

Because a tasklist item can be a mail message, appointment, task, or note, the way you track the items as being completed can vary. The following list provides some ideas that you might find helpful:

- **Mail Message:** Delete the message or move it to another folder.

- **Appointment:** If you no longer want the appointment in your Calendar as well, delete it from the Tasklist; it is removed in both places. If you want to retain the appointment, move it back to your Calendar.
- **Task:** If you want to retain the task in the Tasklist and Calendar, open the task and mark it complete (see "Marking a Task Complete" on page 30). If you want to remove the task from your Tasklist and Calendar, delete it.
- **Note:** If you no longer want the note in your Calendar as well, delete it from the Tasklist; it is removed in both places. If you want to retain the note, move it back to your Calendar.

Deleting a Tasklist Item

When you delete a Calendar item (appointment, task, or note) from the Tasklist, it is also removed from the Calendar.

1. If the Tasklist is not already open, tap **Mail** on the Quick Access Bar, tap **Folders**, then tap **Tasklist**.
2. Tap the box next to the item you want to delete.
3. In the Selection Bar that appears, tap .

5 Finding Items

Find enables you to specify a number of criteria to help you locate the item you need.

- "Understanding GroupWise Find" on page 37
- "Using Find" on page 37

Understanding GroupWise Find

Like other search engines, the GroupWise search engine creates an index of whole words that are contained in the items being searched. When you search with the Find tool, GroupWise attempts to match your search criteria with the words in the search index. Because the Find tool searches for whole words, Find does not locate partial words or punctuation.

The following are examples of how you can look for an email with "Project status meeting next Tuesday" as the subject:

Example	Finds
`meeting tuesday`	All items with either "meeting" or "tuesday" in the subject.
`meeting *day`	All items with "meeting" followed immediately by a day of the week in the subject.

Using Find

1. On the Quick Access bar, tap **Find**.
2. In the left panel, type the words for which you want to search.

   See "Understanding GroupWise Find" on page 37 for examples of valid search criteria.
3. (Optional) Tap **Show Options** to specify any additional details for your search.
4. Tap **Find**.

   Any items that contain the search criteria are found and displayed in the list.
5. Tap an item to view it.

6 Maintaining GroupWise

- “Managing Mailbox Passwords” on page 39
- “Managing Trash” on page 39
- “Checking Your GroupWise Version” on page 40

Managing Mailbox Passwords

- “Using LDAP Authentication” on page 39
- “Changing Your GroupWise Password” on page 39

Using LDAP Authentication

If your system administrator has turned on LDAP authentication, your LDAP password is used to access your Mailbox instead of a GroupWise password. With LDAP authentication, you are required to have a password and you cannot remove your password. To change your LDAP password, contact your system administrator.

Changing Your GroupWise Password

Your password is for your GroupWise Mailbox. That means that you always use the same password to log in to your Mailbox regardless of how you are accessing.

If you want to change your password, you must use the GroupWise Windows client or GroupWise WebAccess in a desktop browser. You cannot use GroupWise WebAccess in a tablet browser to change your password.

Managing Trash

All deleted mail messages, appointments, tasks, and notes are stored in the Trash. Items in the Trash can be viewed, opened, or returned to your Mailbox until the Trash is emptied. Emptying the Trash removes items in the Trash from the system.

You can empty your entire Trash, or empty only selected items. Items in the Trash are emptied according to the way your GroupWise administrator specifies, or you can empty the Trash manually. The system administrator can specify that your Trash is emptied automatically on a regular basis.

- “Displaying Items in Your Trash” on page 40
- “Undeleting an Item in Your Trash” on page 40
- “Emptying the Trash” on page 40

Displaying Items in Your Trash

1 In the Folder List, tap **Trash**.

You can open and view information on items in the Trash. You can also permanently remove items or return them to the Mailbox.

Undeleting an Item in Your Trash

The GroupWise Windows client includes an option for automatically emptying the Trash after a specified number of days. If this option has been set, either by you or by the GroupWise system administrator, items in the Trash are automatically purged after the specified number of days.

To undelete items from your Trash folder:

1 In the Folder List, tap **Trash**.

2 Tap the item you want to undelete to open it, then tap **Undelete**.

The undeleted item is placed in the folder from which it was originally deleted. If the original folder no longer exists, the item is placed in your Mailbox.

Emptying the Trash

To empty one item from the Trash:

1 In the Folder list, tap **Trash**.

2 Tap the item you want to delete to open it.

3 Tap .

To empty all the items from the Trash:

1 In the Folder list, tap **Trash**.

2 Tap on the Item List toolbar.

To empty specific items from the Trash:

1 In the Folder list, tap **Trash**.

2 Select one or more items.

3 Tap .

Checking Your GroupWise Version

To get your version number, user name and user ID, browser information, and other related information:

1 In the Quick Access Bar, tap **More**, then tap **About**.

A GroupWise Frequently Asked Questions

If you have not found the information you are looking for in this documentation, we recommend that you check the *GroupWise 18 Client Frequently Asked Questions (FAQ)* (http://www.novell.com/documentation/groupwise18/gw18_guide_userfaq/data/gw18_guide_userfaq.html).

B What’s Different

Tablet Support

You can access GroupWise directly from the browser on your tablet device with GroupWise 18 WebAccess. You can log in and perform all the basic operations directly from your tablet, including: Mail (read, compose, reply, and forward), Calendar (accept, decline, personal, and group), Find, and Name Completion.

To see a video demonstration of this feature, see WebAccess Mobile (Tablet Interface).

The Apple iPad is also supported by GroupWise through the GroupWise Mobility Service product. Messages, contacts, and appointments can be synchronized between the GroupWise post office and the iPad.

There are a few GroupWise features that are not available when using GroupWise WebAccess in a tablet browser.

- **Address Book:** System and personal address books are not available. However, you can use your Frequent Contacts address book to send items. You can add users to your Frequent Contacts by using the GroupWise Windows client or GroupWise WebAccess in a desktop browser.
- **Appointments:** You cannot schedule recurring appointments, and you cannot reschedule appointments.
- **Busy Search:** You cannot perform a Busy Search.
- **Calendars:** You cannot create personal calendars, share personal calendars, or publish personal calendars to the Internet. You cannot create new items and post them to personal or shared calendars.
- **Calendar Conflicts:** When you send appointments, you do not receive notifications if there is a conflicting appointment on your Calendar or a recipient’s Calendar.
- **Documents:** No Document Management is available.
- **Folders:** You cannot create or manage personal folders or shared folders.
- **Mailbox Password:** You cannot set or change your Mailbox password. If you need to change your password, you must use the GroupWise Windows client or GroupWise WebAccess in a desktop browser.
- **Proxy:** You cannot proxy another user.
- **Rules:** You cannot create, modify, or delete rules. If you have existing rules that were created with the GroupWise Windows client or GroupWise WebAccess in a desktop browser, those rules are enforced.
- **Signature:** You cannot add a signature to items you send.

C What's New In GroupWise 18 WebAccess Mobile

To see what is new in GroupWise WebAccess Mobile, see What's New in the *GroupWise 18 Readme*.